

# INTEGRATING SUSTAINABILITY INTO PROPERTY MANAGEMENT

## 19<sup>TH</sup> SEPTEMBER 2016



# Agenda for the morning

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- 08:30 Welcome  
*Lizzie Jones, Head of Sustainability, Savills*
- 08:40 Managing Agents Partnership: an introduction  
*Sarah Ratcliffe, Programme Director, Better Buildings Partnership*
- 09:00 Integrating Sustainability into Property Management: Core Provisions launch  
*Andries van der Walt, Head of Sustainability, JLL*
- 09:20 Panel Discussion and Q&A  
*Abigail Dean, Head of Sustainability, TH Real Estate*  
*Louise Ellison, Head of Sustainability, Hammerson*  
*Lizzie Jones, Head of Sustainability, Savills*  
*Andries van der Walt, Head of Sustainability, JLL*

# MANAGING AGENTS PARTNERSHIP: AN INTRODUCTION

# Where it all began...



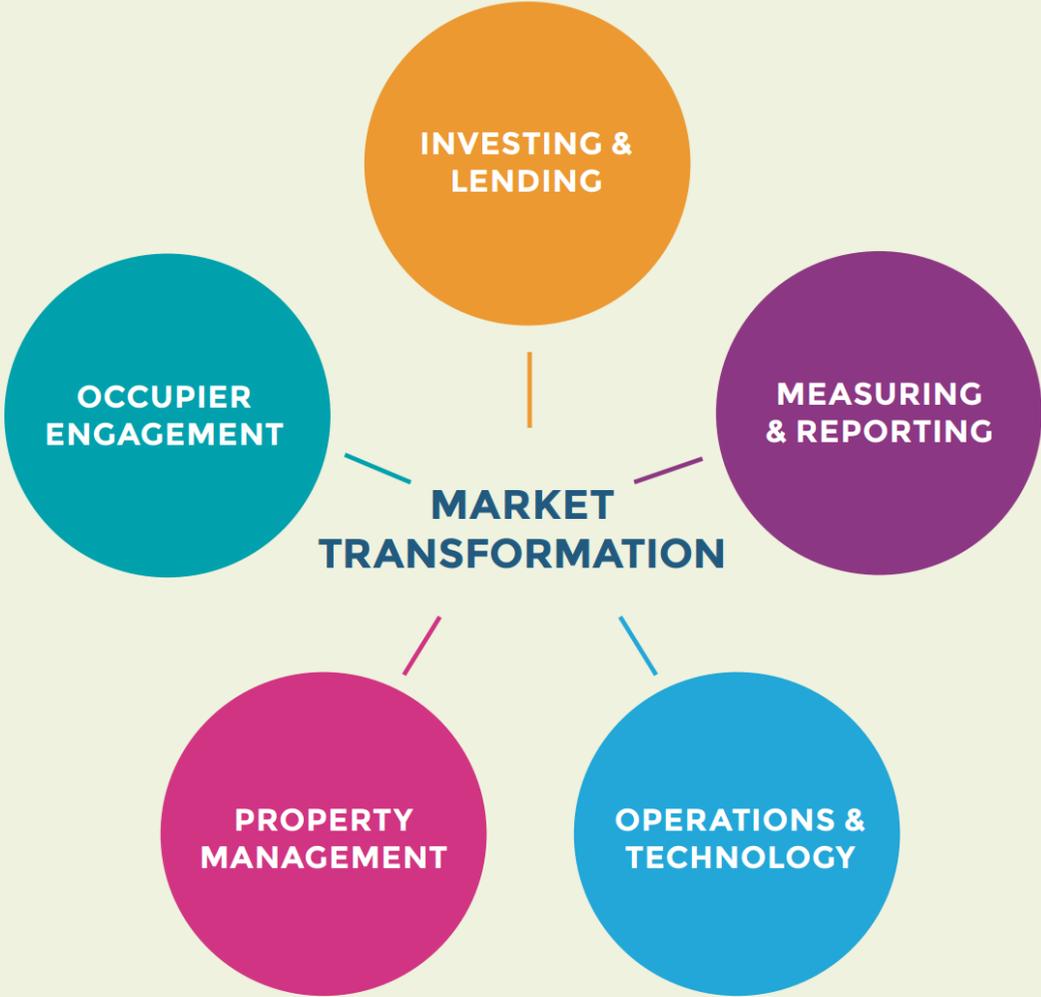
SHARE KNOWLEDGE

DEMONSTRATE LEADERSHIP

PROMOTE INNOVATION

INFLUENCE THE SECTOR

SUPPORT COLLABORATION



# Managing Agents Partnership

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## The Managing Agents Partnership is

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a collaboration of the UK's leading property managers with the aim of improving the sustainable management of commercial property.

Our aim is to

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improve the sustainable management of commercial property by developing practical tools to support the wider industry.

# What we do...

SHARE KNOWLEDGE

DEVELOP INDUSTRY STANDARDS

PROMOTE BEST PRACTISE

INFLUENCE THE SECTOR

SUPPORT COLLABORATION

**BBP** MANAGING AGENTS PARTNERSHIP

OUR RESOURCES | OUR MEMBERS | OUR PRIORITIES | ABOUT US

THE MANAGING AGENTS PARTNERSHIP IS A COLLABORATION OF THE UK'S LEADING PROPERTY MANAGERS WHO ARE COMMITTED TO IMPROVING THE SUSTAINABLE MANAGEMENT OF COMMERCIAL PROPERTY ASSETS.

MORE INFO

### Our Members

ALL MEMBERS

CUSHMAN & WAKEFIELD | JLL | Knight Frank | mjm | savills

### Latest Information

**Integrating Sustainability into Property Management - Core Sustainability Provisions Launch**  
Join us for the launch of the BBP Managing Agents Partnership's first publication and hear how it will be...  
[Event](#) | [Property Management](#)

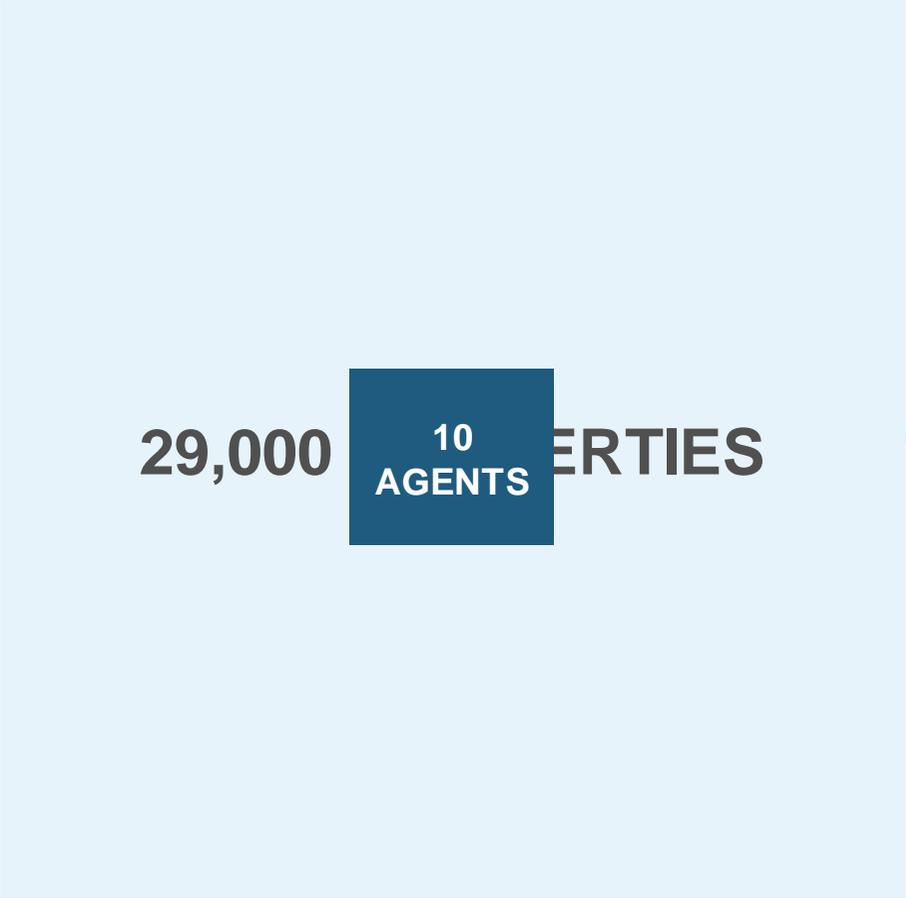
**Capita Puts Sustainable Property Management Guide into Practice**  
Capita Real Estate has launched the second edition of its Sustainable Property Management Guide. This...  
[Case Study](#) | [Capita](#) | [Property Management](#)

**BREEAM Outstanding for Broadgate Estates' New Office**  
When Broadgate Estates relocated to its new office, known as The Hub, the focus was on creating the right...  
[Case Study](#) | [Broadgate Estates](#) | [Retrofit & Refurbishment](#)

**Managing Agents Sustainability Toolkit**  
An interactive reference guide which sets out a full range of sustainability services which an owner should...  
[Toolkit](#) | [Property Management](#)

MANAGING AGENTS PARTNERSHIP

The potential is vast...



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# CORE PROVISIONS FOR PROPERTY MANAGEMENT

# The role of a Managing Agent

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# Crystal Peaks Shopping Mall and Retail Park



Workman puts Hermes Investment Management’s Responsible Property Investment (RPI) strategy into action on a daily basis at 50 properties. At Crystal Peaks near Sheffield, the partnership between Hermes and Workman has delivered clear commercial, environmental and social benefits, demonstrating what can be achieved when owners and managing agents work effectively together on sustainability.

**53% REDUCTION IN ENERGY USE SINCE 2008, SAVING OCCUPIERS £433,000**

**£53,600 INCOME FOR HERMES FROM SOLAR PV AND 10% LOWER ELECTRICITY RATES FOR OCCUPIERS**

**£103,400 PR VALUE FROM COMMUNITY INVESTMENT, SUPPORTING FOOTFALL AND SALES**

“Workman has shown a determined commitment to take on Hermes’ ambitious sustainability requirements and implement them across the complex and diverse portfolio they manage on our behalf.”

*Tatiana Bosteels, Head of RPI at Hermes Investment Management*



# Regis House, London



Located in the heart of the London Bridge area, the building experiences some of the heaviest footfall in central London and achieved significant sustainability improvements since 2013.

Regis House has consistently placed within the top ten of the annual CCA Platinum Award Winners and a shining example of how a building can achieve recognition for its outstanding commitment to sustainability.

**25% REDUCTION IN RUN TIMES**

**70% ELECTRICITY REDUCTION FOR OWNER & COMMON AREA LIGHTING**

**70% GAS REDUCTION**

**WATER REDUCTION: 1ST YEAR 10%, 2ND YEAR 20%**

**WON SEVERAL AWARDS, MOST RECENTLY GOLD CERTIFICATE AT 'CITY IN BLOOM' SEPT 2016**



# The challenge...

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- Growing client interest = increasing demand
- Varying client interests = varying demand & expectations
- Varying demand & expectations = wide variation in how sustainability services are defined & approached
- New area of expertise = new skills required

Led to a reactive rather than proactive response & market inconsistencies



# Aim

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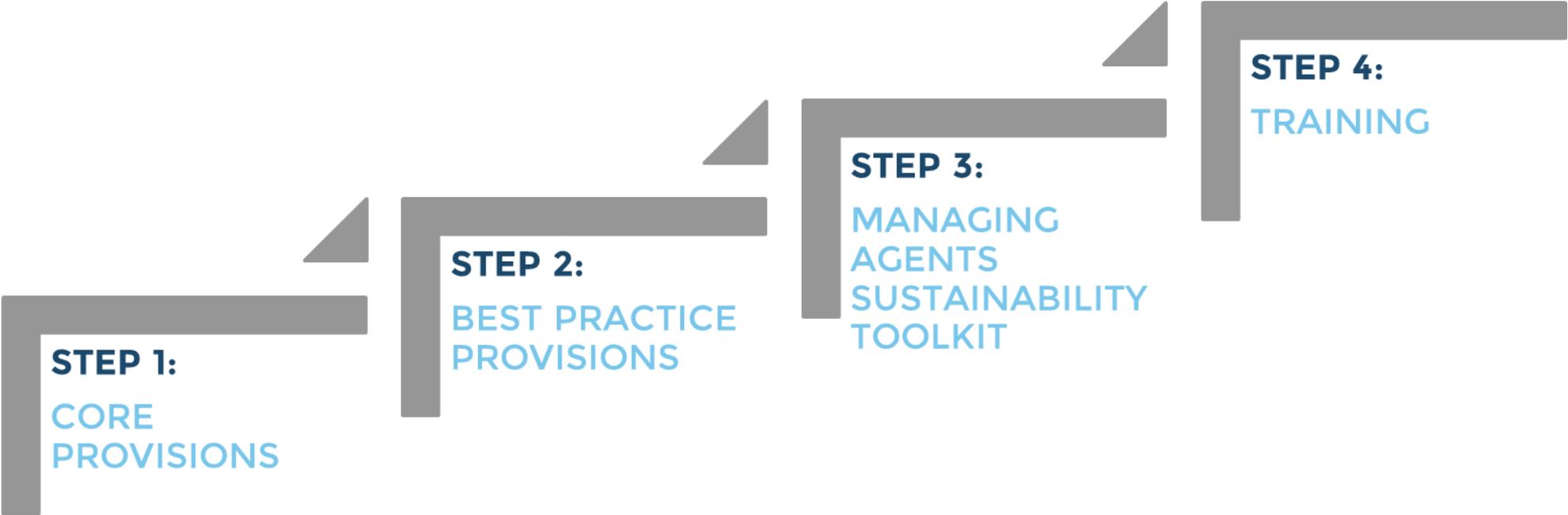
To provide greater clarity, transparency and standardisation around the sustainability services that managing agents should provide.

## Why?

- ✓ Reducing risk through proactive management
- ✓ Greater responsiveness to client demand
- ✓ Closer engagement with occupiers
- ✓ Developing 'added value' services for clients

# Work programme

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Sets out the key activities which should be undertaken by any managing agent as part of their standard property management offering to clients.

Provides practical guidance on the implementation of these activities

Should be used as a starting point when drafting Property Management Agreements.



# Who is it for?

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# What does it cover?

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MANAGING  
COMPLIANCE



UTILITES



WASTE



PROCUREMENT



SKILLS AND  
COMPETENCE



OCCUPIER  
ENGAGEMENT



MAINTENANCE  
& ALTERATION



HANDOVER

# How will it be used?

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# Next steps?

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# PANEL DISCUSSION / Q&A

# Panel discussion

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**Sarah Ratcliffe**  
Programme Director  
**Better Buildings  
Partnership**



**Abigail Dean**  
Head of Sustainability  
**TH Real Estate**



**Louise Ellison**  
Head of Sustainability  
**Hammerson**



**Andries van der Walt**  
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Head of Sustainability  
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[www.managingagentspartnership.co.uk](http://www.managingagentspartnership.co.uk)

